

These objectives can be expressed in terms of economic prosperity, social equity and civil liberties, as well as national or cultural sovereignty. But of course, even at this "motherhood" level, these objectives are not anything like fully consistent and tradeoffs will have to be considered. In particular, the tradeoff between economic prosperity and social equity has proved to be extremely difficult in northern hemisphere countries, and I do not expect it to be any less so in New Zealand.

A Mechanism

In one way or another many, if not all of these issues are already touched upon at various levels and in various settings in New Zealand. But not cohesively. I have not for instance seen anything in (say) Treasury documents, or education planning and so on which squarely tries to get to grips with these kinds of problems. The short answer is that there is not presently a national response, or even the beginning of one. There needs to be.

If there is to be such a response, then there is going to have to be some recognition of the problem in high places, and encouragement of a national debate. But there is also going to need to be some kind of mechanism, probably of a cross-sectional and inter-disciplinary variety, to address the whole phenomenon. Much and all as I hate to talk in terms of "yet another Commission", I suspect that an adequate national response can probably only come through solid work done by something like a National Information Policy Commission, which would be charged with initiating studies, identifying issues, suggesting responses and perhaps working toward some specific responses to the issues so formulated. One would hope that such a Commission could engage the support of government, the private sector and the public sector (particularly the universities and educational institutions).

A failure to address this task must mean an affront to our autonomy and dignity as individual New Zealanders. It would mean that we would simply be supine in face of

events, rather than endeavouring to take charge of our own destiny, or surrendering to a sort of technological determinism. I would prefer to go the other way: that we assert our traditional robustness and stand for what we think is right for us, regardless of what the rest of the world might think.

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FROM REVIEW TO REFORM

The 1987 Review of National Library's Services to Rural Areas in the Context of 1989 Local Government reform

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During 1986, Anna Chalmers' thorough examination of National Library's rural services, better known as the Country Library Service, culminated in a report published in February 1987 under the government's Ministerial Review programme.

The National Library's commitment to the Minister of Education was that the recommendations of the Review would form a three-year development plan to achieve extensive changes to the services which had been in place for fifty years. This pattern of change is in its final year in 1989. What could not be foreseen in 1986 was the scope and pace of local government reform which would be legislated in 1988 and 1989.

Some important questions arise about the new environment:

- * Are the conclusions of the Ministerial Review still

valid?

- * Will the National Library be able to stand by its commitment of 1987?
- * What is the role of the National Library in the 'big new picture'?

The recommendations of the **Ministerial Review** related to Borough Libraries, School/Community Libraries, a *Books by Mail* service operated by the National Library, services to housebound rural adults and services for Maori people.

Borough Libraries

The main direction was that 'the National Library bookvan service to the 40% of community libraries within thirty kilometres of borough libraries be re-

placed with enhanced National Library assistance to borough libraries so they can meet the needs of this group of rural residents'. (1)

The bookvan service, once the flagship, and later the luxury liner of the National Library's rural services was discontinued in July 1988. Delivery of books continues either as part of a new package of support for the libraries or to maintain 'business as usual' pending agreement on a new level of service. Reallocation of funds from the operation of the bookvans into the support collections is beginning the process of rejuvenating these resources.

In some cases negotiations for change have been postponed until the new legal authorities are known. Generally, consultation is resulting in a cooperative plan with local authorities keen to provide for the total population of their district. This concept of service provision extending beyond immediate boundaries has been a positive step towards service arrangements which will suit the new local government units.

One venture to stand out is the introduction by the Southland County of the *Southland Book Bus* in 1988. This began as a cooperative venture between the County and the National Library with the new service subsuming the existing community libraries. The bus and its books are very popular and are presently being used by 1200 families. Features are the borrowers' heavy use of the request service and the 'first time' library members. In the context of local government reform, the introduction of this service has been important, as the County now has a definite commitment to providing library service to its residents. The residents, now having experienced the service, will not allow the authority to go back on its commitment.

For the future, the geography of Southland lends itself to mobile service and the geography will not change with restructuring. Nor should the commitment, although structures and responsibilities may. There is a confidence that the new District Council will follow the precedent.

School/Community Libraries recommendation

'That in areas where the community library is more than 30 kilometres from a borough library school/community libraries be developed' (2)

To provide form and shape to school/community libraries, National Library and the Department of Education published jointly in 1987 *School/Community Libraries in New Zealand*. (3) These guidelines for local developers are resulting in some carefully planned enterprises. The numbers of new libraries at this point are certainly far fewer than the *Review* suggested, but the quality seems more assured than if the development had been imposed with an artificial time-frame. The success of these collaborative efforts depends on the local community 'owning' the idea and on financial support from the local authority, with a flexible approach to contribution from the National Library.

Twizel School/Community Library grew in 1988 from the former Twizel High School and Primary School Libraries, Twizel Public Library and National Library support. Mackenzie County has positively increased its financial support. Tolaga Bay opened its School/Community Library in the Area School in February 1989. This has long been a desire of the community and the National Library proposal to support a development of this kind, instead of continuing existing services, triggered action. Cook County support was considerable, as was the support and enthusi-

asm of the Area School.

A partnership between the National Library, the Whangarei County and the Whangaruru community resulted in the opening of the Punaruku School/Community Library. At the formal opening and service of dedication the hope was expressed that the library would 'be a focus of peace and harmony, knowledge and learning for future generations'. The community had certainly put all its strength behind this enterprise, and it is an example of a library arising from the wish of a predominantly Maori community to provide for its own library and information needs. The support of the local authority is crucial, and the National Library by partnering local effort can take steps towards addressing the gaps in services to the Maori community which were highlighted by the Ministerial Review.

These examples of school/community library development must be encouraging. Is there evidence already of modelling and even some competition? It is not too early to say that this is an accepted modern pattern of library service for rural New Zealand. It should also be an entirely suitable pattern for the local government districts to adopt and incorporate into the larger configurations of service delivery. If those configurations include a stronger borough or city library, school/community library service will be strengthened even further.

Added to this, the concept of community and school cooperation is entirely compatible with the 'post-Picot' school environment. The caution is that the Boards of Trustees will need to address the issue of allocation of trained Teacher-Librarian staffing if the school/community library is to succeed in its role in information-based teaching and learning.

Books by Mail

As recommended by the Ministerial Review, *Books by Mail* is National Library's new postal service for people in remote areas. The service was introduced as a pilot in 1987, pronounced successful by the users and manageable by the Library, and extended to all the eligible people in the South Island. Stage three planned for 1989 covers the North Island and will reach adult rural dwellers living more than 30 kilometres from both borough and school/community libraries.

Of the total eligible population, 66% have joined as active users of *Books by Mail*. On average three books per month or thirty six per year are issued to each member. This compares favourably with the average per capita issue rate in New Zealand public libraries of eleven to thirteen books per year. A feature has been the heavy use by members of the request service using the mail order catalogue as a 'starter'.

National Library is addressing inequity in terms of access to library service through its *Books by Mail* programme. It is also acknowledging its role to provide access where it is the appropriate agency to do so. The appropriateness of that role needs to be examined in the longer term scheme of local authority empowerment, but in the foreseeable future it is cost effective for the National Library to operate this service on a national basis for what is predictably a small group.

A need pointed out by the *Review* was that of housebound rural adults. These potential users have not been looked for actively by the National Library except through the *Books by Mail* scheme, nor have they made themselves

known. Action on this could most appropriately be taken jointly with local authorities who may prefer to take responsibility.

Services for Maori people - two important recommendations

'That service for Te Kohanga Reo be developed in 1987 to the rural Kohanga Reo in Northland as a pilot project'.

'That the National Library employ Maori staff in Regional Services to identify and develop, as deemed appropriate, services for rural adult Maori people'.(4)

A scheme was set up in Northland in 1987 and completed in 1988 which resulted in the gifting of twenty books to each of the seventy-five Kohanga Reo in Tai Tokerau. This scheme as a pilot gave the National Library the opportunity to work with the Maori community and to gain access to the cultural network of Te Kohanga Reo which is New Zealand-wide. As a result of evaluation the scheme will be extended to a second region in 1989. An interesting outcome has been the heightening of awareness amongst local Maori adults of their needs for library service. Acting on this, the National Library is taking the opportunity to employ an adviser from the senior membership of the Tai Tokerau whanau of Te Kohanga Reo. The aim is that her advice will assist in development of National Library services to rural Maori adults.

It is correct to label this part of the rural services a new one and in many respects a research and development area. The results for the National Library as it addresses the inadequacy of its own services for rural Maori people could provide useful information for local authority libraries.

This paper has summarised the implementation of the **Ministerial Review** and has used the case study approach to project the service initiatives further into the new local authority environment. It could be said that it is fortunate that a healthy start has been made in upgrading services to rural areas. It is probable that enough progress has been made for some useful patterns of service to be in place. With the experience of the last two years, the National Library should certainly be a more useful management adviser for local authorities and librarians as plans are made for library service in the new units.

The New Zealand Library Association states in its submission to the Local Government Commission in

August, 1988:

"...a strong, proactive partnership between the National Library and the new *territorial* units is the first essential ingredient for achieving improvements". (5)

Without departing from its commitment of the **Ministerial Review**, the National Library will seek to negotiate a formal agreement with each of the new authorities. This seems quite appropriate and will encourage attention to local responsibility without the regulated approach prescribed by the Country Library Service Regulations and the Guide to Public Libraries. Any deregulated environment seems more difficult to operate in, but the opportunity is here for addressing the issue of the contribution which local authorities make to library service. This level of contribution is so easily masked by the 'doings' of the National Library or adhered to because of regulation and not commitment. Following the principle that there is no one formula, the role of the National Library in the development of Public library services in the new environment is sure to be a varied one.

A satisfactory longer term outcome from the **Ministerial Review** and from local government reform together would be the strengthening of local library resources. National Library could then channel effort into supporting local services in other ways. Options could be consultancy in special areas, or continuing education, or research and experimentation?

'Suggestions by client libraries of forms of assistance ... should be encouraged and efforts made by the National Library to accommodate them'.(6)

This last word on the National Library's role is taken from the Review itself.

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BOOK REVIEWS

Libraries, Technology, and the information marketplace: selected papers by Richard De Gennaro, Boston, Mass.: G. K. Hall, 1987. xiii, 432 p. ISBN:0-8161-1855-8 (alk. paper) and 0-8171-1869-8 (p.back)

Richard De Gennaro is a library administrator whose 30 year career has placed him in the mainstream of American Library developments. He has built on this experience to be a prolific and perceptive author. He has worked in the University of Pennsylvania, Harvard University and at the time of compiling these selected papers, was director of New York Public Library. He has held presidential positions in the Association of Research Libraries, ALA's Library and Information Technology Division, Research

Libraries Group Board of Governors, was a visiting professor at the University of Southern California, and in 1986 won the Melvil Dewey Medal for distinguished library service.

This book is in two parts:

Part I The future in perspective p.1-37 which contains six short articles: Surviving Technological Revolutions; Technology and Access; Libraries in the Marketplace; Online Catalogues and Integrated Systems; Electronic Data files: The New Frontier; Libraries and Computing Centres in the Wired University.

Part II Essays and Papers, comprises thirty-three articles grouped in four categories: Libraries and the Information Marketplace; Managing the Library in transition; Library